



Provincial Job Description

TITLE:
**(525) Street Outreach and
Intervention Worker**

PAY BAND:
13

FOR FACILITY USE:

SUMMARY OF DUTIES:

The Street Outreach and Intervention Worker exists to provide harm reduction supplies, education and support to reduce disease transmission, stabilize addiction related issues, with a focus on the social determinants of health; linking, engaging and retaining clients to care.

QUALIFICATIONS:

- ◆ Indigenous Social Work Certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic computer skills
- ◆ Ability to work independently
- ◆ Communication skills
- ◆ Interpersonal skills
- ◆ Ability to communicate in a cross-cultural setting
- ◆ Ability to teach adults
- ◆ Valid driver's license

EXPERIENCE:

- ◆ **Previous: Twelve (12) months previous experience working with at risk individuals.**

KEY ACTIVITIES:

A. Client Service

- ◆ **Provides daytime and evening client service, using a harm reduction approach, through a fixed site location and community outreach van.**
- ◆ **Distributes harm reduction supplies (e.g., needles, biohazard containers and condoms).**
- ◆ **Safely receives, retrieves and disposes of used needles using a needle exchange model.**
- ◆ **Performs pregnancy tests and obtain urine for STI testing upon client request.**
- ◆ **Performs basic first aid and CPR if required.**

B. Education

- ◆ **Provides education for clients on community supports and basic sexually transmissible and blood born infections etiology and prevention measures to reduce disease transmission.**
- ◆ **Provides education for community and student groups on harm reduction strategies and needle safety.**
- ◆ **Provides education on use of naloxone when offering a take-home kit for persons who inject drugs.**
- ◆ **Supports client self-management of HIV and Hepatitis C.**
- ◆ **Contributes to the development of client resources such as pamphlets and newsletters.**
- ◆ **Reviews educational resources for appropriate literacy level, content, relevancy and accuracy.**
- ◆ **Participates in discussions on best practice issues for quality improvement to benefit client outcomes.**
- ◆ **May show others how to perform tasks or duties by familiarizing new employees with work area and processes.**

C. Crisis Counselling and Referral

- ◆ **Assesses social and psychological factors, in collaboration with the team and contribute to client care plans.**
- ◆ **Recognizes the cycles of abuse (physical, emotional and impact of residential schools) and refer to the appropriate supports.**
- ◆ **Provides crisis counselling and intervention for clients experiencing highly emotional and/or traumatic situations such as suicide ideation, sexual assault and physical abuse.**
- ◆ **Refers to services and programs to support safe housing, food security, mental health, addictions recovery, and extrication from violent situations.**
- ◆ **Advocates for clients and assist navigation of health and social systems.**

- ◆ De-escalates emotionally charged situations when clients display unpredictable or aggressive behavior.

D. Community Outreach and Partnering

- ◆ Accompanies Public Health Nurse to search out clients lost to care and clients being sought out as cases and contacts to sexually transmissible and blood born infections.
- ◆ Develops and maintains positive working relationships with service providers and organizations that support the health and social needs of high-risk clients.
- ◆ Facilitates the planning, organizing of community events such as the annual spring needle clean up, Christmas bag donations, and distribution.
- ◆ Participates in community committees by attending meetings and/or participating in events related to needle safety and other programs.

E. Administration

- ◆ Performs clerical duties (e.g. photocopying, scanning).
- ◆ Creates, edits and formats documents (e.g., Word, PowerPoint, Excel).
- ◆ Ensures client notes and referrals are current, documented accurately and communicated to members of the outreach team in a timely manner.
- ◆ Provides input into policy procedures and work standards.
- ◆ Gathers data related to evaluation and research projects.
- ◆ Compiles and distributes resource material to support programming and client education.
- ◆ Enters data and use statistical tools for workload and surveillance purpose.
- ◆ Collects, organizes and distributes hygiene products, winter clothing and Christmas gift bags.
- ◆ Stocks storage room, needle exchange room and van with supplies; track inventory when received.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: December 13, 2018